

JEFFERSON COUNTY HUMAN SERVICES
Board Minutes
September 11, 2012

Board Members Present: Jim Mode, Pam Rogers, Richard Jones, Augie Tietz, , John McKenzie and Jim Schultz

Absent: Julie Merritt

Others Present: Human Services Director Kathi Cauley; Aging & Disability Resource Center Manager Sue Torum; Administrative Services Manager Joan Daniel; Economic Support Manager Jill Johnson; Office Manager Donna Hollinger; W2 Supervisor Sandy Torgerson; County Board Chairman John Molinaro; County Administrator Gary Petre; and County Corporate Counsel Phil Ristow.

1. **CALL TO ORDER**
Mr. Mode called the meeting to order at 8:30 a.m.
2. **ROLL CALL/ESTABLISHMENT OF QUORUM**
Merritt absent/Quorum established
3. **CERTIFICATION OF COMPLIANCE WITH THE OPEN MEETINGS LAW**
Compliance attained
4. **REVIEW OF THE SEPTEMBER 11, 2012 AGENDA**
No changes
5. **CITIZEN COMMENT**
No comments
6. **APPROVAL OF THE AUGUST 14, 2012 BOARD MINUTES**
Ms. Rogers made a motion to approve the August 14, 2012 board minutes.
Mr. Tietz seconded.
Motion passed unanimously.
7. **COMMUNICATIONS**
No Communications
8. **REVIEW OF JULY, 2012 FINANCIAL STATEMENT**
Ms. Daniel reviewed the July 31, 2012 financial statement (attached) and reported that we are projecting a positive fund balance of \$35,417, which includes the carryover we requested from 2011. Ms. Daniel also presented the financial statement and summary sheet that details projections for revenue, expenses, tax levy and variance by program within each Division and discussed the areas that are having the most impact on the budget. Ms. Daniel also presented a report showing Alternate Care and Commitments costs.
9. **REVIEW AND APPROVE AUGUST, 2012 FINANCIAL VOUCHERS**
Ms. Daniel reviewed the summary sheet of vouchers totaling \$471,654.45 (attached). There was a request for more detailed information on the payment registers.

Mr. Jones made a motion to approve the August vouchers totaling \$471,654.45 as presented.
Ms. Rogers seconded.
Motion passed unanimously.

10. DIVISION UPDATES: CHILD & FAMILY RESOURCES, BEHAVIORAL HEALTH, ADMINISTRATION, ECONOMIC SUPPORT, AND AGING & DISABILITY RESOURCE CENTER

Child & Family Resources:

Ms. Cauley reported for Mr. Ruehlow on the following items:

- We have 132 children in out of home placements, and our Atty Henry Plum, as well as his paralegal, will be allocating more time to handling the TPRs.
- We will be seeing a significant decrease in children's waiver expenses due to less expensive placements. We received very good feedback from the state when they were here for the children's reviews and they said that our notes were the best they've seen.
- We are working with DCF to implement "alternative response" where we will be able to offer more services to children and families at the initial phone call.
- The numbers are about 40% higher in the child welfare area.

Behavioral Health:

Ms. Cauley reported on the following items:

- Crisis calls are the same as last year, but suicide calls have increased with over 300 calls so far with an increase in serious attempts.
- Emergency detentions are a little higher than last year. We continue to offer suggestions to these individuals about other resources within the community.
- We are working collaboratively with Care Wisconsin to resolve some concerns we have with several clients.
- On October 3, Dr. Rick Brown will join the group that we have formed to discuss why substance abuse coalitions are important and what they can do. He will also discuss behavioral health screening for depression and substance abuse. Everyone is welcome to join the discussion, which will be held at the UW Watertown Hospital at 11:30.

Administration:

Ms. Daniel reported on the following items:

- The 2012 CCS rates were submitted to the State.
- The state approved our 2010 reconciliation and we will get a refund of about \$14,500.
- We are working diligently to get our billing in compliance with Medicaid and Medicare.
- We were just informed that the Marsh Alliance rates are increasing, so that will be a change to the 2013 budget.

Economic Support:

Ms. Johnson reported on the following items:

- We have 7063 households on assistance, which was an increase from last month of 29 households.
- We completed interviews for the Financial Employment Planner and just need to do references now.
- The Call Center is very busy and we answered 8,708 calls in August, which is up 760 calls from July. We have a meeting tomorrow in Dodgeville with the consortium. Many of the

calls are regarding utility issues that were shut off last spring and individuals want to know how to get it back on.

- We have had a lot of W2 calls, but we still haven't met with Forward Services yet so we don't know how that transition will work.

ADRC:

Ms. Torum reported on the following items:

- The Palmyra Site has relocated to the American Legion Hall and a grand re-opening event is being planned.
- Ms. Torum met with Karen Rippen, Executive Director of ***Your Friends-in-Action*** to discuss volunteer needs. There is a waiting list in Rome for delivered meals because there are not enough drivers.
- Feil's began serving meals again on 9/4 and while the number of participants has dramatically increased, there are issues with delivery times. Participants have been understanding, and the office has been getting calls of appreciation for having Feil's back.
- The Senior Dining Program Bid Package will be distributed and published soon. We expect another bid in addition to Feil's and need to know about procedures in terms of getting the selected bid through the Human Services and County Board. If a vendor other than Feil's is selected, it is anticipated that consumers will want to come to the County Board to have their preferences heard. The County Board meets twice in October, so final action on the bid will be put on the 10/23 agenda. This gives people two weeks to write letters or make arrangements to attend the meeting.
- The Young & Old Stick Together Program (YOST) student training program is scheduled for Friday, 9/14. YOST matches high school seniors with senior citizens, and they do a variety of activities, which are mutually beneficial. This marks the program's 32 year.
- The Department of Health Services has issued a request for proposals from counties wishing to employ a Dementia Specialist. This issue has been discussed on many occasions about our concerns related to caregivers of persons with dementia and I am writing a proposal. The following case is an example of this problem, which involves an addicted family member who was primary caregiver to the mother, who has dementia.

There was an altercation and the mother suffered physical abuse as a result. The police were called and the caregiver was arrested. An Adult Protective Services (APS) Social Worker was called and helped put in place temporary services and supports to ensure her safety while he worked with another family member to move her to his home in another state. The other family member emailed the worker and insisted on meeting him in person so that he could "shake his hand in thanks for all that the worker did to help his mom, when he was not able to." These types of situations happen all of the time and the APS staff don't always have such positive outcomes with families. This is just one example of everything APS social workers do to ensure that seniors and persons with disabilities are protected.

11. DISCUSS AND POSSIBLE ACTION ON THE PEPIN, PRICE, VILAS, WOOD AND OTHER COUNTY RESOLUTIONS REGARDING IM CONSORTIA FUNDING ALLOCATIONS, AS REFERRED BY JEFFERSON COUNTY'S ADMINISTRATION & RULES COMMITTEE.

Ms. Cauley reported that the Northern and Western consortiums are financially struggling, so counties at the annual WCHSA meeting voted on an option to help them. Option F would redistribute available state funding based on caseload, and give the Northern consortium an additional \$250,000 and \$150,000 to the Western consortium. If our board is in agreement with this plan, we need to submit a resolution to the county board.

Mr. Schultz made a motion to approve Option F as discussed and to submit a resolution to the county board using Monroe County's resolution as the model.

Ms. Rogers seconded.

Motion passed unanimously.

12. DISCUSS AND POSSIBLE ACTION ON SECURITY MEASURES: CODED DOOR LOCKS AND COMMUNICATION SYSTEM CALL EVERBRIDGE

Ms. Cauley reported that we are working on a policy for addressing the possibility of internal threats and the security measures to notify staff to keep them safe. Several county departments have been working together on this issue and viewed two companies' communication systems. The group was impressed with Everbridge. (information attached) The Everbridge system notifies everyone simultaneously, as compared to a calling tree, and has more options including the ability to add all county employees and citizens. The system also has several backup communication devices. The cost for 150 Human Service employees would be \$3,895 per year. If all county employees and citizens were to be included in this, the cost would be \$22,420.

Mr. Schultz emphasized that security is a primary issue. Mr. Petre added that due to the security at the courthouse, we may not need to expand it beyond Human Services.

Ms. Cauley said that the door locks were already discussed at the Infrastructure Committee, so she will return and put the Everbridge Communication System on their agenda.

13. UPDATE ON FRAUD CONSORTIUM

Ms. Torgerson reported that in January 2012, we joined the Central Wisconsin Fraud Prevention Investigation Consortium. The lead agency is Columbia County. The consortium contracts with O'Brien & Associates to conduct all of the front-end fraud investigations for the Income Maintenance programs. Referrals for investigations come in via a fraud hotline that O'Brien & Assoc set up. We also get anonymous tips through the mail or email directly to our agency. Workers also find discrepancies when they do a data cross-match with the state wage match system. Most of the fraud is due to a suspicion of unreported household members or unreported income. Ms. Torgerson discussed the rest of the process. She added that we don't have any cost savings information yet but it appears that it will be substantial.

14. REVIEW COMPLIANCE POLICIES

Ms. Cauley reported that we are updating our compliance policies. Barb Mottl is the new Compliance Officer and we are looking at each program that bills third party insurance to ensure that all required paperwork is in the initial packet for services. Each program will have a specific monitoring & auditing procedure, identifying who does what and when. Seven policies are required and she presented two of them: Internal Compliance Review and

Monitoring and Orientation and Training. (attached) Ms. Cauley then discussed each policy with the board.

15. REVIEW AND APPROVE CONTRACT WITH THE DEPARTMENT OF CORRECTIONS

Ms. Cauley presented and discussed the contract between Human Services and the Department of Corrections (attached). This contract will directly increase revenue because the DOC has agreed to pay us for providing AODA treatment, staff time and reports for ten individuals. The contract will be reviewed annually.

Mr. McKenzie made a motion to approve the contract with the Department of Corrections as presented.

Mr. Tietz seconded.

Motion passed unanimously.

16. DISCUSS AND REVIEW POSSIBLE IV-E LEGAL CONTRACT FOR CHIPS WORK WITH CORPORATE COUNSEL

Ms. Cauley said that having a contract with our Corporate Counsel for IV-E legal work will be a win-win situation for our Department and the DA's office. She explained that in odd years, we can change from having the District Attorney's office do our legal work to having our Corporation Counsel do the work. This would be a contract with an attorney through the Corporation Counsel's office, and by doing so, we can draw down 25% of Federal dollars reimbursement. In 2013, this would be about 500 hours at \$70 per hour, which comes to \$35,000. After the 25% draw down, we would have a cost of \$26,250 moved from our Child Alternate Care budget to Corporation Counsel to pay for these services. We can use the costs we already incur of our workers as match and draw down reimbursement for the ongoing child welfare workers.

Mr. Ristow explained the history, legal process, and benefits of this change. He feels that over time this will be a cost savings.

Mr. Jones made a motion to approve the IV-E legal contract for CHIPS work with Corporate Counsel.

Ms. Rogers seconded.

Motion passed unanimously.

17. UPDATE ON WISCONSIN COUNTY HUMAN SERVICES ASSOCIATION

Ms. Cauley reported that WCHSA has a negotiating team regarding the IM funding as discussed above. Mr. Mode reported that they are looking at statute changes within the Redesign Program so that changes will be uniform.

18. SET NEXT MEETING DATE AND POTENTIAL AGENDA ITEMS

The next meeting will be on Tuesday, October 9.

Discussion to send a resolution to the full board in October regarding the IV-E legal contract for CHIPS work with Corporate Counsel.

19. ADJOURN

Mr. Tietz made a motion to adjourn the meeting.

Ms. Rogers seconded.

Motion passed unanimously.

Meeting adjourned at 10:50 a.m.

Respectfully submitted by Donna Hollinger

NEXT BOARD MEETING

Tuesday, November 13, 2012 at 8:30 a.m.

Workforce Development Center

874 Collins Road, Room 103

Jefferson, WI 53549